

Business Analyst

Job Title: Business Analyst
Reports To: Business Analyst Manager

Overview

To pursue our mission of “helping clients achieve their greatest potential using the power of technology”, ActionPoint is looking for an experienced Business Analyst to join our software team in Limerick and support the successful delivery of projects to our clients.

Job Purpose

This will be a key role within an agile team working in a highly collaborative manner with our customers, scrum masters, developers and QA engineers. As our BA, you will be responsible for defining and documenting the business requirements for our customer solutions. You will work directly with our customers in order to determine and document their business requirements for bespoke software solutions on a variety of technology platforms including Web Applications, Cloud (primarily Microsoft Azure), Mobile, IoT & Augmented Reality. Our customers come from a wide range of business domains including sports, advertising, agriculture, food, public sector, insurance, legal, education, manufacturing and many more.

This role requires an experienced person to consult with our customers and based on their requirements, produce and maintain solution requirement documentation that is easily and clearly understood by both our customers and our delivery team.

The role offers the successful candidate an excellent opportunity to interact with many and varied projects and to advance their career within a successful and expanding bespoke software development organisation.

Duties and Responsibilities:

- Working with our customers to explore and understand their business requirements and transform these into detailed functional specifications that can be delivered by our software team.
- Participating in delivery team agile ceremonies including sprint meetings, sprint planning, backlog grooming.
- Be the primary go-to person within the delivery team in relation to customer requirements.
- Performing user story decomposition, if required.
- Defining acceptance criteria for user stories and reviewing with the team and Product Owner to ensure that stakeholder and Product Owner intent is effectively captured and developed.
- Creating low-fidelity wireframes, if required.
- Ensuring solution requirements documentation is kept up to date for the duration of the project.

- Communicating and presenting complex technical and process dependencies to clients in a manner understandable by business users.
- Working on client sites and accommodating travel as required by each project.

Qualifications and Experience:

- Minimum of 3+ years of experience as a Business Analyst working primarily in the software development industry.
- Degree or equivalent in a computing or engineering discipline.
- Strong team player with a results-oriented track record.
- The role has a strong customer-facing element, so the candidate must be confident and comfortable in dealing with personnel at all levels and possess well-developed communication and presentation skills.
- Experience creating software functional specifications and business process flows.
- Experience creating and managing product backlogs in an agile development environment.
- Proven ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Proven ability to read, analyse, and interpret complex documents and to respond effectively to the most sensitive enquiries or complaints from customers.
- Strong understanding of INVEST principles and how they apply to well-formed user stories.
- Good understanding of high-level software architectural concepts such as data-models, process flows and context diagrams, etc.
- Ability to have a positive impact on team members and communicate openly and directly to individuals or groups at all levels.
- Ability to solve complex problems and take an innovative approach to problem solving.
- Participate in continuous improvement practices.
- Demonstrate a proactive approach, getting things done, accountability & ownership, prioritise own workload.
- Excellent written and verbal communication skills in English as this will be a customer-facing role.
- Self-motivated and enthusiastic with a continuous learning mindset.
- Previous Product Management or Product Owner experience would be a significant advantage.
- Previous software development or quality assurance experience would be a significant advantage.
- Previous exposure to agile methodologies would be a significant advantage.

This job description is a summary of the typical functions of the role, not an exhaustive or comprehensive list of possible role responsibilities, tasks and duties and is subject to review. The responsibilities, tasks and duties of the job holder might differ from those outlined in the job description and other duties, as assigned, might form part of the job.